

News Release

Contact: Jamie Caswell
Pepco, Communications
202-872-2680 (media hotline)

FOR IMMEDIATE RELEASE

Pepco Continues Efforts to Raise Awareness of Customer Scams During National Consumer Protection Week

National Consumer Protection Week brings attention to common scamming practices and educates customers on how they can fight back and protect themselves

WASHINGTON, D.C. (March 3, 2020) – Pepco this week joins Utilities United Against Scams (UUAS) to recognize National Consumer Protection Week and to educate customers on how they can guard against falling victim to imposter utility scams.

As a member of UUAS—a consortium of 146 U.S. and Canadian electric, natural gas and water companies and their respective trade associations—Pepco and its sister Exelon companies, Atlantic City Electric, BGE, ComEd, Delmarva Power and PECO, work across the industry with regulators, law enforcement and telecommunications partners to stop scams targeting customers.

“Nothing is more important than the safety of our customers, communities and our employees, and we are committed to equipping our customers with the information and resources they need to protect themselves from scammers,” said Derrick Dickens, senior vice president of Customer Operations and Chief Customer Officer for Pepco Holdings. “National Consumer Protection Week provides us with an important opportunity to continue these efforts and work with our partner organizations through Utilities United Against Scams to broaden our awareness efforts to combat the utility scamming that continues to target our customers.”

UUAS and its member companies continue to create awareness of common and new scam tactics and, to date, have helped to cease operations of more than 6,000 toll-free numbers used against utility customers by scammers.

When scams occur, a customer typically receives an unsolicited phone call from an individual, who falsely claims to be a company representative. The scammer often warns that the customer’s service will be terminated if they fail to make a payment – usually within a short timeframe through a prepaid debit card or other direct payment method.

Scammers have even duplicated the telephone systems of some companies, so when customers call the number provided by the scammer, it sounds like a legitimate business. Some scammers also use caller ID “spoofing” to replicate a company’s phone number.

-more-

Throughout the year, Pepco takes steps to raise awareness among its customers, including posting tips to social media, adding alerts on the [Pepco.com homepage](#), issuing news releases, and participating annually in [Utilities United Against Scams Day](#) in November. Any customer who believes he or she has been the target of a scam is urged to contact their local police and call Pepco immediately at 202-833-7500 to report the situation.

Signs of Potential Scam Activity:

- The scammer often becomes angry and tells a customer his or her account is past due and service will be shut off if a large payment isn't made – usually within less than an hour.
- The scammer instructs the customer to purchase a prepaid debit or credit card – widely available at most retail stores – then call him or her back to make a payment.
- The scammer asks the customer for the prepaid card's receipt number and PIN number, which grants instant access to the funds loaded to the card.
- The scammers may disguise themselves as the utility by sending spam emails with logos, trademarks, website links and wording to lure the customer into making a false payment or providing personal information.

How Customers Can Protect Themselves:

- Pepco representatives will never ask or require a customer with a past due balance to purchase a prepaid debit card to avoid disconnection.
- Customers can make payments online, by phone, automatic bank withdrawal, mail or in person.
- Customers with a past due balance will receive multiple shut off notifications – never a single notification one hour before disconnection.
- If a customer ever questions the legitimacy of the call, hang up and call Pepco at 202-833-7500.

Don't Get Scammed: Customers can avoid being scammed by taking a few precautions:

- **Never provide your social security number or personal information** to anyone initiating contact with you claiming to be a company representative or requesting you to send money to another person or entity other than Pepco.
- **Always ask to see a company photo ID** before allowing any Pepco worker into your home or business.

To learn more, readers are encouraged to visit [The Source](#), Pepco's online news room. Find additional information about Pepco by visiting [pepco.com](#). Follow us on Facebook at [facebook.com/pepcoconnect](#) and on Twitter at [twitter.com/pepcoconnect](#). Our mobile app is available at [pepco.com/mobileapp](#).

###

Pepco is a unit of Exelon Corporation (Nasdaq: EXC), the nation's leading energy provider, with approximately 10 million customers. Pepco provides safe and reliable energy service to approximately 894,000 customers in the District of Columbia and Maryland.